

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Before Commissioners:

Michael Kubayanda, Chairman;
Ann C. Fisher, Vice Chairman;
Mark Acton;
Ashley E. Poling; and
Robert G. Taub

Public Inquiry on Service
Performance Dashboard

Docket No. PI2022-2

ORDER CLOSING PROCEEDING

(Issued April 13, 2022)

On February 10, 2022, the Commission initiated this docket in order to seek public input with respect to the online service performance dashboard that the Commission has been in the process of developing, as well as other questions of data accessibility and usability.¹ As explained in Order No. 6104, the Commission is currently exploring ways in which the extensive catalog of public data in the Commission's possession pertaining to the Postal Service's service performance,

¹ Notice and Order Providing an Opportunity to Comment on the Service Performance Dashboard, February 10, 2022 (Order No. 6104).

finances, operations, rates, *etc.* might be made more accessible to postal stakeholders and to the general public.²

To solicit feedback from the public concerning these issues, the Commission issued Order No. 6104 to initiate this public inquiry docket and received comments from the Public Representative, the National Association of Presort Mailers (NAPM), the Association for Postal Commerce (PostCom), and the Lexington Institute (Lexington), as well as reply comments from the Postal Service.³ Generally, these comments focus on requests for the inclusion of additional or different data in the Commission's service performance dashboard,⁴ requests for clarification and/or further explanation of terms

² The Commission notes that while it was still receiving public comments in this docket, postal reform legislation was enacted which will, among other things, require the Postal Service to "develop and maintain a publicly available Website with an interactive web-tool that provides performance information for market-dominant products that is updated on a weekly basis[.]" See Postal Service Reform Act of 2022, H.R. 3076, 117th Cong. § 3692(c)(1) (2022) (PSRA). The Commission is to play a central role in this process, as the Commission has been directed to provide the Postal Service with requirements as to the performance information to be published on the Postal Service's dashboard and recommendations with respect to any modifications to the Postal Service's measurement systems that the Commission believes to be necessary as well as to consult with the Postal Service on appropriate features and information to be included on the website. *Id.* § 3692(b) and (c)(6).

³ See Public Representative Comments, March 18, 2022 (PR Comments); Comments of the National Association of Presort Mailers, March 18, 2022 (NAPM Comments); Comments of the Association for Postal Commerce, March 18, 2022 (PostCom Comments); Comments of the Lexington Institute, March 18, 2022 (Lexington Institute Comments); Reply Comments of the United States Postal Service, April 7, 2022 (Postal Service Reply Comments).

⁴ These comments included requests that the Commission's service performance dashboard provide district-level data (PR Comments at 1-2), that the Commission's dashboard be updated more frequently (Lexington Institute Comments at 3; PostCom Comments at 3), that the Commission's dashboard provide more granular data (NAPM Comments at 2; PostCom Comments at 3), that the Commission's dashboard provide unedited service performance data (PostCom Comments at 2), and that the Commission's dashboard focus on actual days-to-delivery relative to service standards, as opposed to on-time delivery percentage targets (Lexington Institute Comments at 2; PostCom Comments at 3-4).

used and data presented in the Commission's service performance dashboard,⁵ requests for additional dashboards or similar types of data presentation,⁶ and requests with respect to data formats.⁷ Multiple commenters note that the PSRA, which was enacted after the issuance of Order No. 6104, includes a new requirement that the Postal Service develop its own service performance dashboard. NAPM suggests the Commission should focus on fulfilling its new statutory role of specifying requirements for the Postal Service's service performance dashboard if there is a possibility of duplication in the two efforts.⁸ PostCom and Lexington argue that the Commission should continue developing its own separate service performance dashboard.⁹ The Postal Service requests the Commission not move forward with the dashboard to avoid confusion and duplication and not use this approach for financial data.¹⁰

The Commission appreciates the helpful feedback that it received from these participants. It will take all of these commenters' suggestions under advisement as it moves forward with its efforts to improve transparency. The Commission closes Docket No. PI2022-2.

It is ordered:

⁵ See NAPM Comments at 4-6; PR Comments at 2-4.

⁶ These comments included requests for data on volume trends (NAPM Comments at 7), requests for comparisons of the Postal Service's financial projections with the Postal Service's actual financial performance (*id.*), and requests for data to facilitate time-series analysis of relevant financial and performance indicators by comparing data over time, with a focus on eliminating fragmentation of data across reports due to the use of differing data formats (PostCom Comments at 4-5). In reply to these comments, the Postal Service argues that extensive data regarding its finances are already available, and there is no need for any further data presentation on that topic. Postal Service Reply Comments at 5.

⁷ See PostCom Comments at 5 (requesting that any Commission dashboards allow unrestricted access to downloadable electronic data to the greatest extent possible).

⁸ See NAPM Comments at 3.

⁹ See PostCom Comments at 2; Lexington Institute Comments at 1-3.

¹⁰ See Postal Service Reply Comments at 2-5.

Docket No. PI2022-2, Public Inquiry on Service Performance Dashboard, is hereby closed.

By the Commission.

Erica A. Barker
Secretary